



Refund and Cancellation Policy

This policy explains how cancellation, automatic renewal, free trials and refunds work for Brands on Kollab. It is part of our Terms and Conditions.

kollabester.com

Egypt

Kollab EG

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1 Subscription Cancellation

- 1.1 How to cancel.** Brands may cancel their subscription at any time through their account settings or by contacting Kollab Support.
- 1.2 Effect of cancelling.** Cancellation will prevent future renewals but will not automatically entitle the Brand to a refund for the current billing period. Access to paid features will generally continue until the end of the period already paid for.

2 Automatic Renewals and Free Trials

- 2.1 Automatic renewals.** Subscriptions and K-Air packages renew automatically in accordance with the selected package. Brands are responsible for cancelling before the next renewal or before the end of any free trial to avoid being charged.
- 2.2 After a free trial.** Once a free trial ends, the applicable subscription fee will be charged automatically unless the subscription has been cancelled beforehand.

3 Refunds

- 3.1 General rule.** Subscription fees and payments for K-Air packages are generally non-refundable once charged, except where a refund is required by applicable law or expressly approved by Kollab.
- 3.2 When Kollab fails to deliver.** Where Kollab materially fails to provide a paid service, the Brand may contact Kollab Support to request a review and, where appropriate, a refund or credit.

4 Accepted Kollabs

- 4.1 **Obligations continue.** Cancelling a subscription does not release a Brand from its obligations concerning accepted Kollabs.
- 4.2 **Cancellations and disputes.** Any cancellation or dispute relating to an accepted Kollab must be handled through Kollab Support.

5 Contact Us

- 5.1 **How to reach us.** For cancellation requests, billing questions, or refund requests, please contact K-Support@Kollabester.com.
- 5.2 **How we review.** Each request will be reviewed in accordance with these Terms and applicable Egyptian law.

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